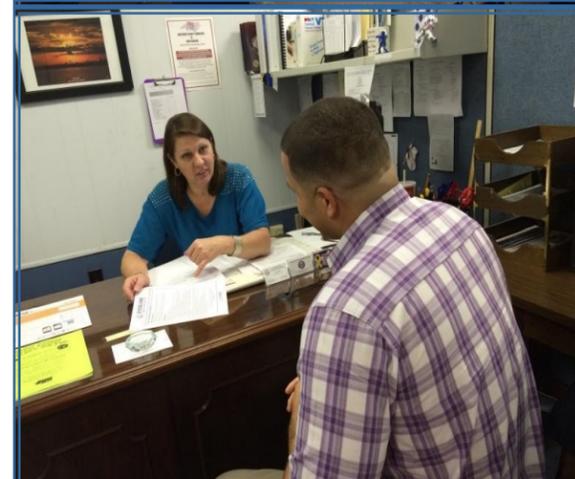




2016-2017 Annual Report



Preparing Our
Workforce.
Creating Career
Pathways.



1341 South Glenburnie Road • New Bern, NC 28562
email: admin@ecwdb.org • website: www.ecwdb.org
phone: (252) 636-6901 • fax: (252) 638-3569
An Equal Opportunity / Affirmative Action Employer

Statement from NC Governor Roy Cooper



“When I speak with CEOs that run businesses in this state or who are thinking about moving here, the first question they ask me is “Do you have the people to do the jobs I create?” Today, North Carolina has 59 community colleges, 23 workforce development boards, and 78 career centers across the state. We have a significant infrastructure to help us develop those employees. A unified, coordinated and streamlined workforce development system can be an incredible advantage for our state and it will be an important focus during my time as Governor.”



Acknowledgements

To the Board of Directors and Consortium,

We would like to express our sincerest appreciation for your dedication to our organization and the community. The commitment you put into improving the Eastern Carolina workforce is more than an investment in time, it is an investment into the people of our community. Thank you for your consistent leadership, invaluable counsel and commitment toward achieving our mission of developing a skilled workforce for Eastern North Carolina. Thank you all for believing in our vision and for giving us the opportunity to help our community thrive.

To our ECWDB staff and NCWorks Career Center staff,

We would like to express our sincere appreciation for your professionalism, dedication and contributions to building a strong network of NCWorks Career Centers and partnerships to serve the citizens of eastern North Carolina. It is because of your steadfast desire to help others succeed, that we succeed together. Your compassion and desire to help others comes through in all that you do. Keep shining your light on others.

To our NCWorks staff and partners,

We are extremely grateful for the NCWorks Career Center Managers, their outstanding staff, and the many partners who served over 40,000 customers through their NCWorks Career Centers. Your work is evidenced by the numbers of customers who entered training and employment as a result of you taking the time to listen, advise, and lead the way.

*Carteret NCWorks Career Center Craven NCWorks Career Center Duplin NCWorks Career Center
Greene NCWorks Career Services Jones NCWorks Career Services Lenoir NCWorks Career Center
Onslow NCWorks Career Center Pamlico NCWorks Career Center Wayne NCWorks Career Center*

To our Adult and Dislocated Workers Service Providers

Thank you for providing the highest quality of career planning, counseling services, training and employment opportunities for Eastern Carolina’s 812 Adult and Dislocated Worker WIOA participants. You are making a difference in one life at a time.

*Carteret Community College Coastal Carolina Community College
Greene Lamp, Inc. James Sprunt Community College
Lenoir Community College Pamlico Community College
Wayne Community College*

To our Youth Service Providers

Thank you for making a positive difference in the lives of 466 future leaders who were served through the local Workforce Innovation and Opportunity Act programs. Our youth look to role models like you and dream bigger dreams as a result.

*Carteret Community College Coastal Carolina Community College
Craven County Schools Greene Lamp, Inc.
Jones County Schools Lenoir Community College
Onslow County Schools Wayne Community College*

Working Together is Winning Together



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Mission Statement



Our Vision

Our vision for the eastern counties of North Carolina is a highly skilled workforce with an educational attainment level that meets the needs of the 21st Century workplace, so that local firms can compete in a technologically enhanced global economy.



Our Mission

Our mission is to ensure that our workforce development system is customer focused, demand-driven and accountable in preparing our current and future workforce to meet the changing needs of a highly competitive global economy.

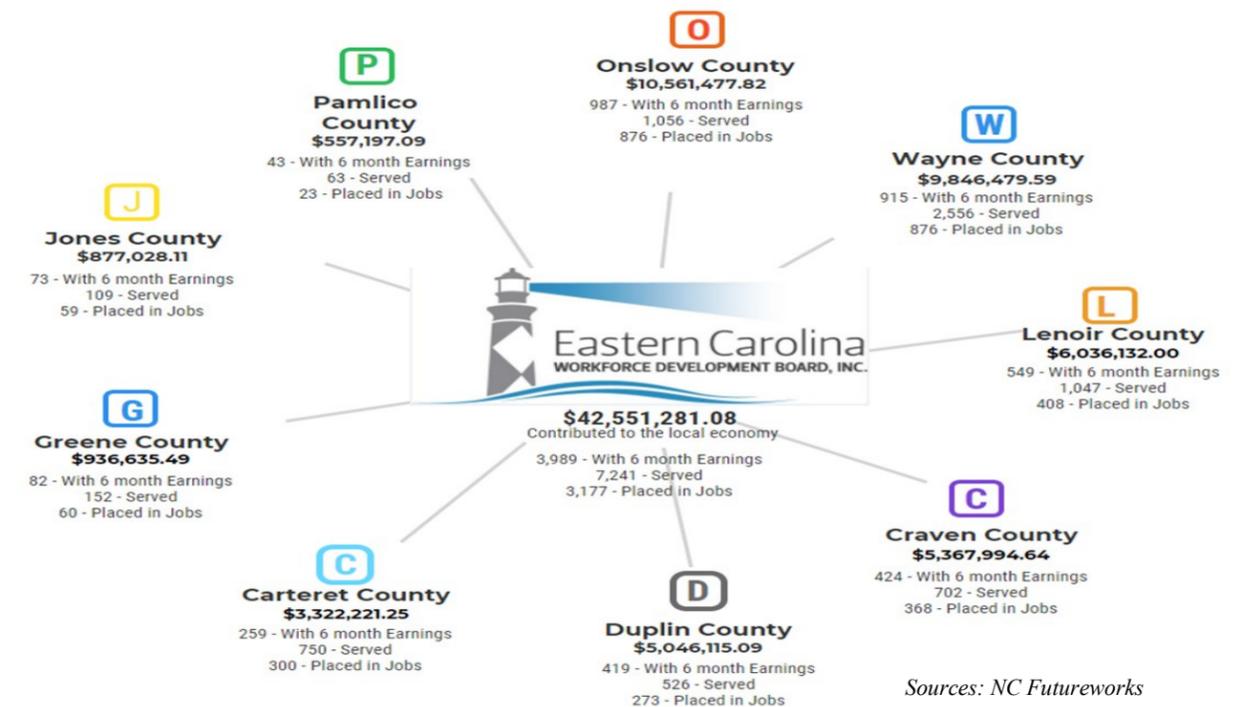


Our Purpose

Our purpose is to assure that the workforce in Eastern Carolina communities matches the skills needed by employers to help them thrive and grow.

ECWDB Return on Investment

ECWDB - Return on Investment PY 2015



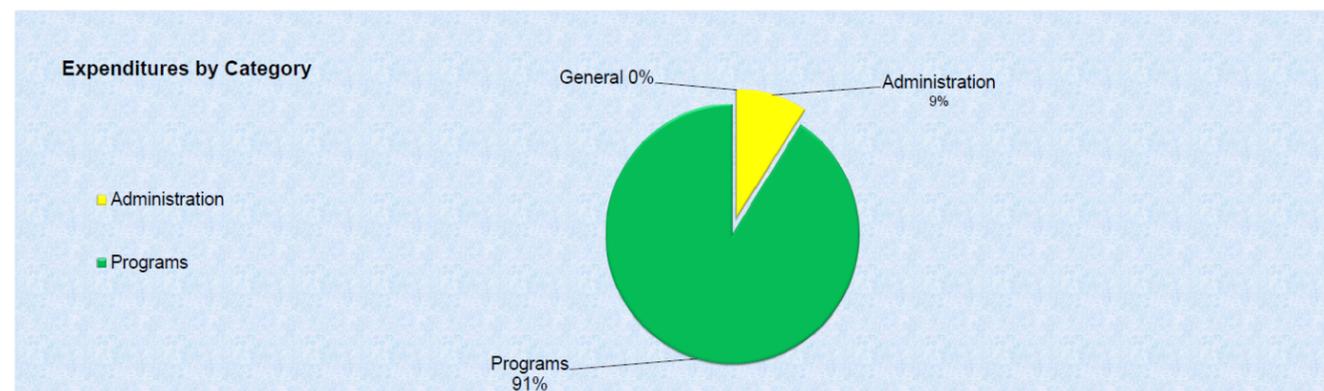
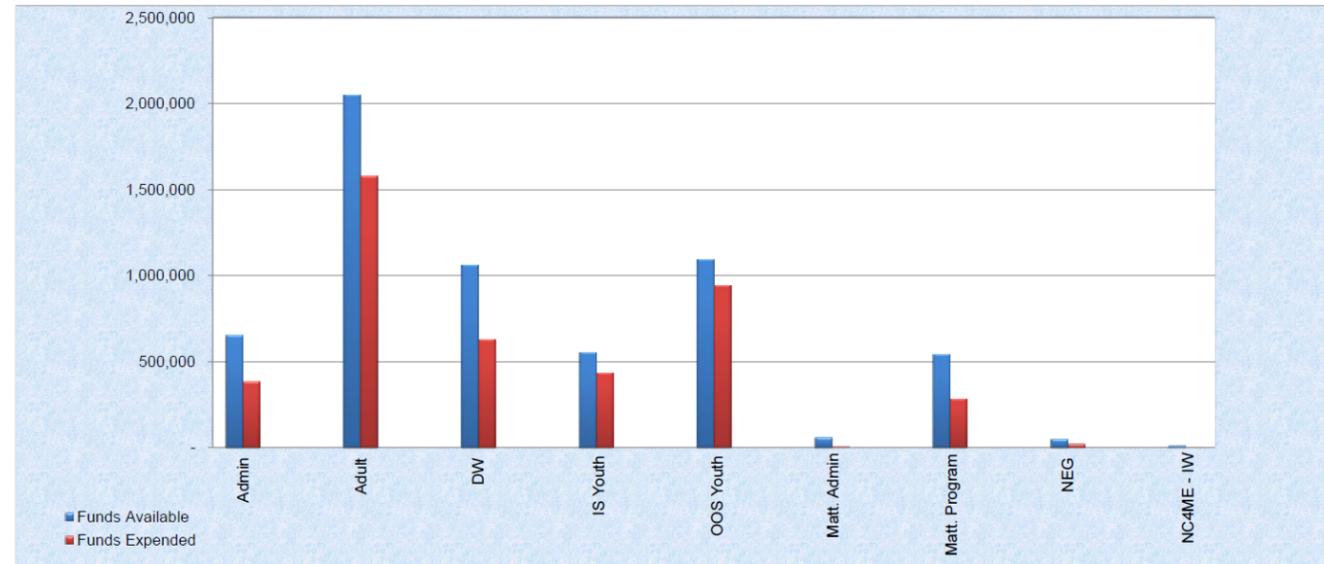
PY 2016 Local Performance, Eastern Carolina Workforce Development Board Carteret, Craven, Duplin, Greene, Jones, Lenoir, Onslow, Pamlico and Wayne Counties

Local Area Name: Eastern Carolina Workforce Development Board (40)	Total Participants Served	Adults	3,141
		Dislocated Workers	197
	Youth	466	
ETA Assigned# 37125	Total Exiters	Adults	2,667
		Dislocated Workers	80
		Youth	151

Reported Information		Negotiated Performance Level	Actual Performance Level
Employment Rate 2nd Quarter (placement in employment/education for youth)	Adults	67.0%	68.2%
	Dislocated Workers	75.5%	72.9%
	Youth	52.2%	61.2%
Employment Rate 4th Quarter (placement in employment/education for youth)	Adults	72.0%	67.1%
	Dislocated Workers	76.0%	75.5%
	Youth	56.7%	54.3%
Median Earnings 2nd Quarter	Adults	\$5,000	\$3,928
	Dislocated Workers	\$6,380	\$5,580
Credential Attainment	Adults	48.0%	44.4%
	Dislocated Workers	56.0%	58.3%
	Youth	52.0%	38.7%

2016-2017 Financial Report

Program Year 2016-2017	ADMINISTRATION	ADULT PROGRAM	DISLOCATED WORKER	IN-SCHOOL YOUTH	OUT OF SCHOOL YOUTH	HURRICANE MATTHEW ADMIN	HURRICANE MATTHEW PROGRAM	NATIONAL EMERGENCY GRANT	NC4ME & INCUMBENT WORKER	Total
Funds Available	\$651,606.40	\$2,051,711.04	\$1,059,604.20	\$552,478.09	\$1,093,106.26	\$60,000.00	\$540,000.00	\$50,937.59	\$10,695.55	\$6,070,139.13
Funds Expended	\$381,169.44	\$1,576,311.36	\$626,614.42	\$432,993.49	\$942,906.40	\$4,651.01	\$283,218.67	\$21,115.48	\$1,553.70	\$4,270,533.97
Funds Remaining	\$270,436.96	\$475,399.68	\$432,989.78	\$119,484.60	\$150,199.86	\$55,348.99	\$256,781.33	\$29,822.11	\$9,141.85	\$1,799,605.16
Percent Expended	58%	77%	59%	78%	86%	8%	52%	41%	15%	70%



Audited

Message from the Board Chair & Executive Director



Carla Byrnes
Chairman



Tammy Childers
Executive Director

To Our Stakeholders,

We are pleased to present this 2016-2017 annual report.

During the past year, we remained steadfast in our mission to ensure that our local workforce development system is customer focused, demand-driven, and accountable in preparing our current and future workforce to meet the changing employment of a highly competitive global economy.

This annual report is a record of the impact that we have had over the past year. This record could not have occurred without the dedication and contributions of our staff and the NCWorks career center partners and service providers who deliver quality services to the citizens of the nine-county region.

We are extraordinarily grateful for the leadership, ongoing commitment, and dedication of our Board of Directors and the Eastern Carolina Workforce Development Consortium for their vision and forward-thinking that propels our success in accomplishing our mission.

Sincerely,

Carla Byrnes
Chairman

Tammy Childers
Executive Director



On behalf of the Eastern Carolina Workforce Development Consortium, I would like to take this opportunity to commend the Board and staff, career center partners, and WIOA service providers for another very successful year in serving the citizens of our region.

*~ Joseph Wiggins, Chairman,
Eastern Carolina Workforce Development Consortium*

2016-2017 Board of Directors



Carteret County

Mike Kraszeski, Atlantic Veneer, President
 Dwayne Oglesby, Fleet Readiness Center East, Organization & Workforce Planner & Analyst
 Paula Dickson, Coastal Community Action Inc., Executive Director

Craven County

John Wilson, BSH Home Appliances Corporation, Human Resources Manager

Anthony Cruz, International Machinist & Aerospace Workers Union, Labor Representative

Bill Green, Branch Banking & Trust Co., Vice President of Business Services

Duplin County

Dr. Gregory Bounds, Goshen Medical Center, Inc., CEO

Dr. Lawrence Rouse, James Sprunt Community College, President

Al Searles, Murphy Brown, LLC, Vice President of Transportation

Greene County

Angela Bates, Greene Lamp, Inc., Executive Director

Judy Darden, Darden Bookkeeping, Owner

Ray Holloman, JAK Moulding and Supply, Sales Manager

Jones County

Frank Emory, Emory Construction, Owner

David Hill, DP Hill Manufacturing, President

Dr. Norma Sermon-Boyd, Jones County Partnership for Children, Executive Director

Lenoir County

Jeff Harrison, Lenoir County Department of Social Services, Director

Dr. Rusty Hunt, Lenoir Community College, President

Bruce Parson, Blind Shop, Owner

Onslow County

Richard Stout, Onslow County Schools, Superintendent

Shannon Vitak, NC Dept. of Health and Human Services, Vocational Rehabilitation Manager

Karl Zurl, Southeast Division of Workforce Solutions, Regional Operations Director

Pamlico County

Carla Byrnes, B & B Yacht Designs, Co-Owner

John Deaton, Deaton Yacht Services, Owner

Dr. Jim Ross, Pamlico Community College, President

Wayne County

Fletcher Bizzell, Wayne Opportunities, Inc. Board Director,

Charles Brogden, Franklin Baking Company, LLC, Director of Human Resources

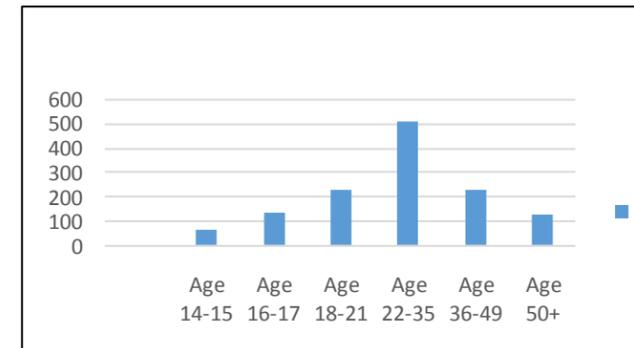
Melanie Sanders, Caswell Development Center, Human Resources Manager

WIOA Title I Participant Information

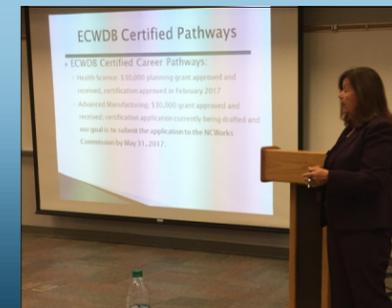
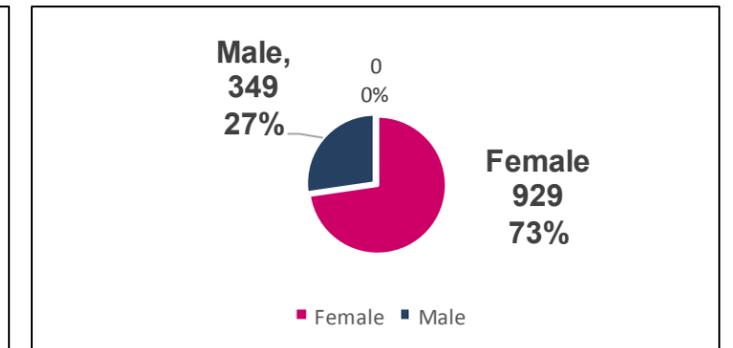
WIOA Enrollments

County	Adult	Dislocated Worker	Youth	Total
Carteret	53	17	51	121
Craven	165	32	117	314
Duplin	61	21	39	121
Greene	11	4	6	21
Jones	17	2	53	72
Lenoir	106	26	67	199
Onslow	70	59	86	215
Pamlico	21	2	3	26
Wayne	140	38	35	213
Grand Total	615	197	466	1278

WIOA Enrollments by Age



WIOA Enrollments by Gender



Through the NC Works Certified Career Pathways initiative, the ECWDB is partnering with the region's employers, seven community colleges and nine public school systems to develop a pipeline to fill current and future high demand occupations.

The ECWDB, in coordination with local employers, economic development, and education partners, continues to lead efforts in the region to develop and implement career pathways by aligning the employment, training, education and supportive services that are needed by adults and youth to gain employment.

The ECWDB's targeted career pathways include:

- Health Sciences
- Advanced Manufacturing
- Transportation and Logistics
- Skilled Trades
- Aerospace and Aviation

Career Pathways

PY 2016 - 2017 WIOA Sponsored Training Opportunities

The ECWDB's WIOA Title I training offers low income youth, adults, and dislocated workers invaluable opportunities to participate in career pathways training that will result in upward mobility and self sustaining wages. Participants enrolled in the ECWDB's WIOA programs have the opportunity to select from over 70 approved training programs in a variety of career pathways. Training programs are geared toward adults who need to learn new skills or update their current skills in order to become employed or re-enter the workforce.

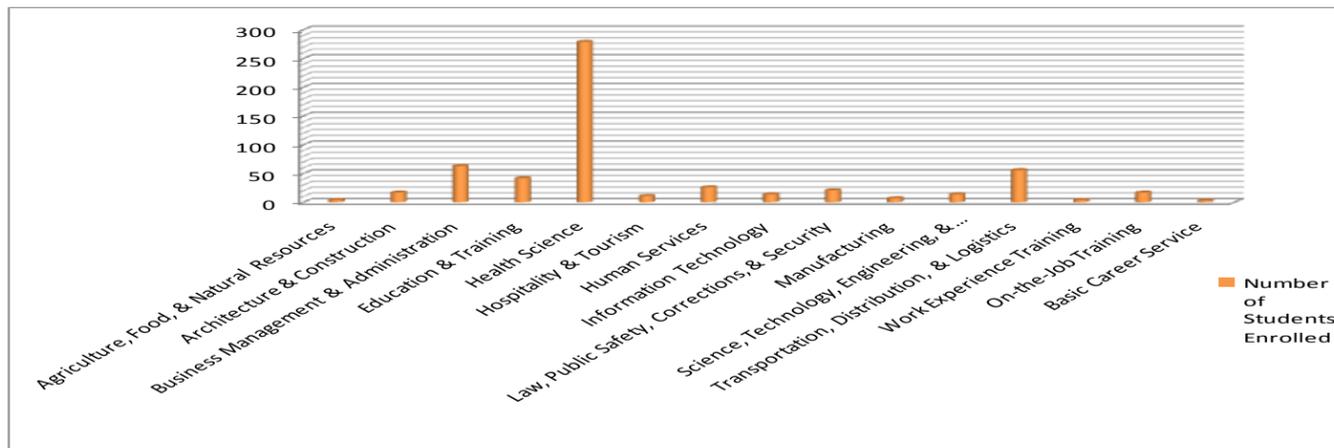
Historically, individuals with higher levels of education consistently fare better in the labor market. With good jobs becoming harder to find for people with a high school diploma or less, the ECWDB has approved training offerings that focuses on developing skills in demand by local employers that results in attaining a certificate, diploma or degree and leads to employment.

Approved training programs are updated as the needs of employers change, requiring a skilled workforce. Funding assistance for items such as registration, tuition, textbooks, fees, and required supplies is made available through Individual Training Accounts to assist students with the opportunity to reach career goals they might not have been able to obtain otherwise.

Upon completion of the training program, a student is empowered with the skills to become a self-sufficient wage-earner. A total of **578** students were enrolled in WIOA funded training programs during the 2016-2017 year.

Data shows training that resulted in the highest wage earnings occurred in health sciences, transportation and logistics, and skilled trade occupations.

PY 2016 - 2017 Students Enrolled within a Career Pathways Program



A Special Thank You is extended to the following Training Providers who accepted our Individual Training Vouchers and provided quality training opportunities for Eastern Carolina's Adult and Dislocated Worker WIOA participants.

Bladen Community College	James Sprunt Community College	Sampson Community College
Carteret Community College	Lenoir Community College	Wayne Community College
Coastal Carolina Community College	Johnston Community College	Wake Technical Community College
Craven Community College	Miller Motte College	Wilson Technical Community College
Fayetteville Technical Community College	Pamlico Community College	
	Pitt Community College	

Chief Elected Officials and Staff

Eastern Carolina Workforce Development Consortium

Bob Cavanaugh, Carteret County Commissioner
 Johnnie Sampson Jr., Craven County Commissioner
 Kennedy Thompson, Duplin County Commissioner
 Jerry Jones, Greene County Commissioner
 Joseph Wiggins, Jones County Commissioner
 Roland Best, Lenoir County Commissioner
 Mark Price, Onslow County Commissioner
 Paul Delamar III, Pamlico County Commissioner
 William Pate, Wayne County

Eastern Carolina Youth Council

Frank Emory, Chair
 Owner, Emory Construction

Dr. Norma Sermon-Boyd, Executive Director
 Jones County Partnership for Children

Amy Coble, Finance Director
 Kinston Housing Authority

Angela Bates, Executive Director
 Greene Lamp, Inc.

Dr. Curtis Rains, President
 Rains and Associates, Inc.

Eastern Carolina Workforce Development Board, Inc. Staff

Tammy Childers, Executive Director
 Robert Kehres, Assistant Director
 Anita Bradley, Administrative Assistant
 Trina Hale, Accounting Technician
 Lisa Harvey, WIOA Program Coordinator
 Debbie Simpkins, Fiscal Monitor
 George Kramer, Business Services Representative
 Joanne Payne, Program Assistant
 Erin Ananian-Gentile, Career Pathways Specialist

Jerome Shepard, Vice-Chair
 Safety Manager, Altantic Veneer

Dr. Jim Ross, President, Pamlico Community College

Al Searles, VP, Transportation, Murphy Brown, LLC

Bruce Simmons, President,
 Uptown Professionals and Associates, Inc.

Melanie Sanders, Human Resources Manager
 Caswell Development Center



About the ECWDB

The Eastern Carolina Workforce Development Board (ECWDB) is a non-profit organization located in New Bern, North Carolina. It is the designated administrative/fiscal agent for the Federal and State workforce development funds appropriated by the North Carolina Department of Commerce to operate employment and training services in a nine-county local area.

The ECWDB contracts its programs with reputable organizations throughout the nine counties who provide services in local NCWorks Career Centers serving both the job/training seeker and the employer populations.

A twenty-eight member board of directors governs the ECWDB in partnership with the local elected officials. ECWDB membership includes representatives from business and industry, education agencies, economic development agencies, vocational rehabilitation, and labor organizations. Membership is drawn from individuals who have optimum policy-making authority from their organization. Members of the ECWDB are appointed by the elected officials of their respective counties in accordance with criteria established by the Governor.

The board's role in workforce development is evident through the established partnerships with our regional and local economic developers, community colleges, school systems, businesses, chambers of commerce, and community organizations to ensure that our region is known as a pro-active, forward-thinking region that has a workforce to support local industry. Through our collective efforts, our region now is recognized at the State and National levels as a Certified Work Ready Communities Region. The workforce development services in our network of NCWorks Career Centers is also reflective of how the board is ensuring alignment with the NCWorks Commission's strategic plan and vision for North Carolina.

The board, partners, and staff take great pride in the work that has and continues to occur throughout this region. The shared vision for our region and State continues to move the board forward in new areas, such as the regional career pathways efforts, which better aligns career development strategies into targeted career pathways, and focuses on sector strategies that align to the region's high growth, high wage, and high skill demands.



The ECWDB's role is to ensure that the local workforce development system is business-driven and responsive to meeting the employment and training needs of both job seekers and employers.

The ECWDB:

- coordinates rapid response meetings with employers who are downsizing or facing a plant closure
- serves as a point of contact for business, industry and the public sector to identify solutions that address their workforce needs
- promotes strategies to encourage life-long learning and improve workplace skills
- assists in the development of new training programs to benefit the region's workforce
- conducts planning, oversight and evaluation of local workforce development programs to include the NCWorks Career Center system
- offers advice regarding workforce policy and programs to local elected officials, employers, education and employment agencies, and citizens
- coordinates with economic development efforts to promote the region's availability of qualified workers
- reviews local agency plans and grant applications for workforce development to ensure coordination of services

Health Sciences Career Pathways Successes

Aaron Credle



Aaron Credle is a true success story. When he first enrolled in the WIOA Adult Program, he was working part-time, making only \$175 per week and was also providing for his daughter. He had been accepted into the Associate Degree

Nursing Program at Craven Community College, Concerned about how he would make ends meet while completing his training, he had made plans to borrow money from his family.

Tragedy struck while he was in training. His first cousin was murdered. Aaron took the death very hard and, for a time, it affected his grades. However, he persevered and was able to bring his grades up. He completed his training in May, 2017 and began working for Pruitt Health as a Registered Nurse in August, 2017. He believes that his job has really helped him sharpen his skills.

Aaron says that the WIOA Program is wonderful and that it helped him to stand on his own. He finished school without having to borrow from relatives. "WIOA has helped me provide a better life for my child," Aaron says. "I want her to go to college and have a better life, too."



Riquitta Wright



Riquitta Wright is a single mother of three who has lived in the Tar Heel State since 2015. Being newly divorced with three children was her biggest challenge. She has been quite persistent with phone calls, emails and

visits to the NCWorks Career Center in Goldsboro. She was elated to know that WIOA was available to her and that she could pick up where she left off before relocating to North Carolina and gain the necessary tools to meet her family's needs. She enrolled in the WIOA Adult Program in April, 2017 to pursue her Phlebotomy certification. After enrolling, she said to her children, "Now Mommy will be in school with you." "The children's faces beamed with excitement, said Riquitta, it was like Christmas!"

While in training, Riquitta remained in constant contact with her career advisor, making sure that she was following the program requirements. She used the NCWorks Career Center to job search after completing the Phlebotomy certification in August, 2017 by coming in for referrals.

In September, 2017 Riquitta was hired as a Phlebotomist with Foundation Medicine in Morrisville, NC. She is utilizing all of the classroom and clinical training that she obtained from Wayne Community College. She is ecstatic that the WIOA program was available to her and that her children had witnessed firsthand how determination, dedication and drive can change your life in an instant. "You just have to stay motivated," says Riquitta.

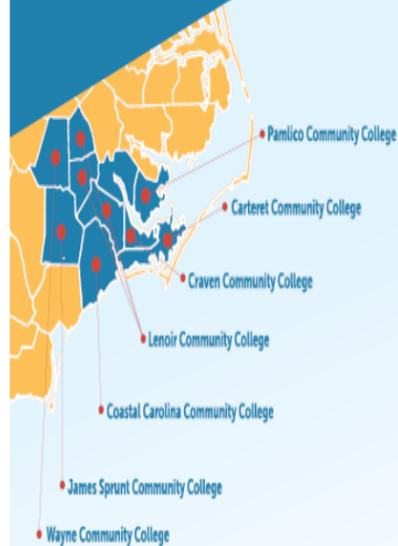
Success is that place in the road where preparation meets opportunity.

—Branch Rickley

Health Sciences Career Pathways Symposium



CREATING PATHWAYS FOR A SKILLED WORKFORCE



On March 28, 2017, the ECWDB hosted the NC Works Career Pathways Health Science Symposium in partnership with area community colleges and public schools at the Crystal Coast Civic Center. The event hosted over 200 young adult participants.

Dr. Kerry Youngblood, President, Carteret Community College, welcomed the attendees and offered an overview of the health sciences opportunities available to those who stay the course. The event began with an employer panel moderated by Tammy Childers, Executive Director of the Eastern Carolina Workforce Development Board, to address hiring trends within the health sciences sector and how students and job-seekers can prepare for a career within the healthcare industry. The panel included Human Resource Representatives from Carteret Health Care, Carolina East Health System, Caswell Developmental Center, Spring Arbor, and Vidant Health.

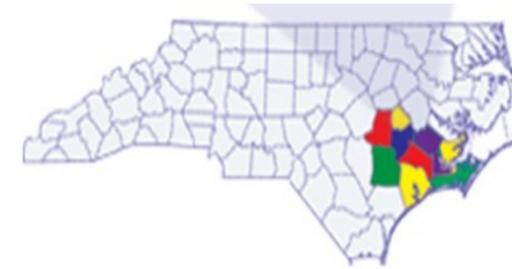
Next, a panel of representatives from the seven area community colleges addressed the training offerings available to ensure a pipeline of available workers. Young adults from all over the Eastern Carolina region were able to listen and participate. A career fair was also held at the end of the symposium where students and job-seekers could network and meet NCWorks Career Center staff, healthcare employers and community college representatives throughout the area to include East Carolina University, Carteret Health Care, Maxim Health Care, Vidant Health, Home Instead, Pruitt Health, Caswell Developmental Center, RHA, Carteret County Health Department, Carolina East Health Systems, and Spring Arbor.

Healthcare businesses and community colleges were available to answer questions and discuss the ins and outs of pursuing an education and working in the healthcare field. Melanie Sanders, Health Science Career Pathways Chair and Human Resources Director at Caswell Development Center stated, "I was really impressed with the responses of the students who elected to share what resonated with them. Based on their responses, there were some 'bright stars' in attendance. For me, it definitely restored hope in our future workforce for those who choose to pursue the healthcare pathway."

Students also had great feedback to share. One young lady summed up the pathway initiative best when she said, "I found the panel relatable when the representative from Lenoir Community College was talking about transferring credits to college because that is what I am doing now in high school- taking college courses in the healthcare field."



Our Region



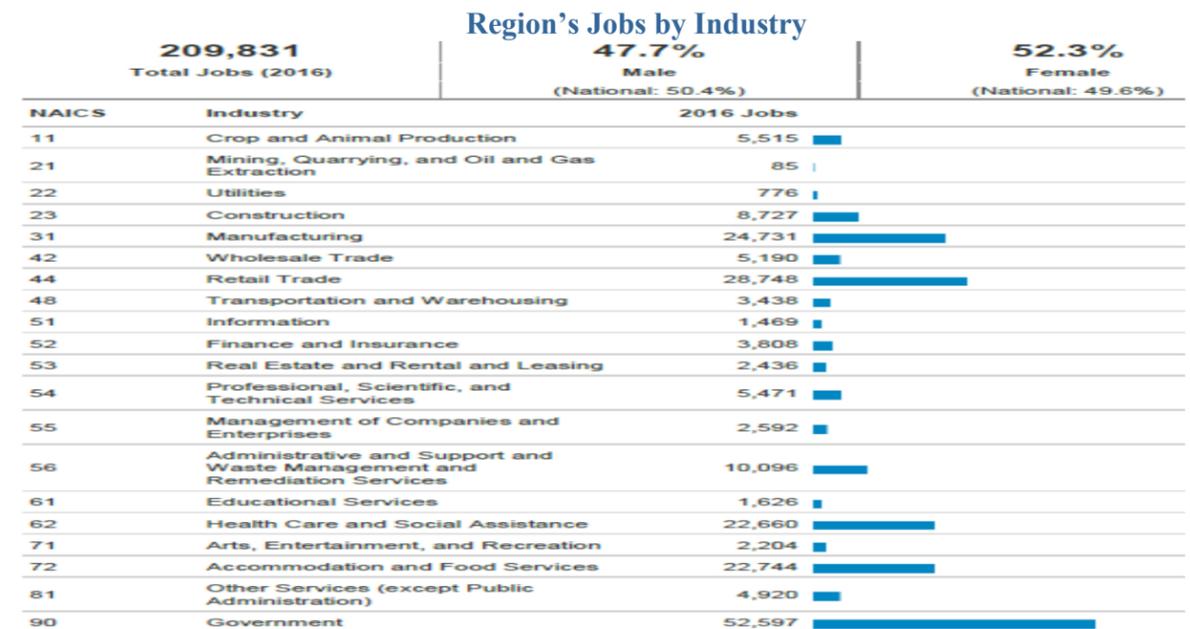
County	Population
Carteret	69,826
Craven	103,691
Duplin	59,868
Greene	21,158
Jones	10,423
Lenoir	58,338
Onslow	194,636
Pamlico	13,174
Wayne	124,984
Total	656,098

The Eastern Carolina Workforce Area is comprised of nine of the twelve counties located within the Southeast Prosperity Zone. There are four military bases in the three highest populated counties of Craven, Onslow, and Wayne.

In addition, the three coastal counties (Carteret, Pamlico, and Onslow) are growing seasonal resort and retirement areas. These counties are primarily rural and reliant upon agriculture and encompass a total area of 5,710.64 square miles, with 4,834.41 square miles of land area. The counties' populations range from Jones and Pamlico with less than 13,000 each, to Onslow and Wayne with more than 100,000 each.

According to the North Carolina State Demographics data as of September, 2016, the total population of the Eastern Carolina Workforce Area was 656,098. The counties are a diverse mix of races, ethnic groups, and ages with pockets of urban prosperity among rural poverty.

Government, retail trade, services, and manufacturing are the major sources of employment, with government employing the largest number of workers. Most of the jobs are located in the more populated counties with military installations and in the seat of government for each county. The region recognizes that opportunities and challenges are not confined to one county or another. It is through regional collaboration that the counties of the Eastern Carolina Region leverage their assets to create a



ECWDB Partnerships — Highlights



July, 2016 - Onslow and Duplin counties joined the ranks of the top 14 North Carolina counties to become recognized and approved by the North Carolina Chamber Foundation as NCWorks Certified Work Ready Communities.

October, 2016 – Department of Public Instruction’s Career Development & Special Populations Coordinators’ Conference was held in New Bern. High school counselors and coordinators from across the State attended this two-day event. George Kramer from ECWDB presented on Work Ready Communities. An employer panel discussion, facilitated by ECWDB Director Tammy Childers, was featured during the luncheon. The employer panel included board member Frank Emory of Emory Construction representing Skilled Trades; Jennifer DeHart and George May, BSH of New Bern, representing Advanced Manufacturing; Sabrina Bengal, Bengal Industries, representing Hospitality & Tourism, and Michael Smith, Carolina East, representing Healthcare. The panel discussed the employment trends of their industry, offered insights into their hiring practices, and shared how they are partnering with education.

October, 2016 - Hurricane Matthew left many families without homes, food and jobs. The ECWDB entered into a contract with Coastal Community Action to operate the region’s program. As a result of extreme flooding, the NCWorks Rapid Response Team and mobile unit headed to Goldsboro in response to an AT&T branch closing due to Hurricane Matthew. The Wayne County NCWorks Partners provided needed services and information to impacted workers.

January, 2017 - ECWDB received official notice that the region’s Health Sciences Career Pathway application for certification was approved.

March, 2017– The ECWDB was one of the sponsors for the Onslow & Jones County Trades Day event where over 150 youth participated in the competition.

The ECWDB and Region’s workforce partners hosted a Health Sciences Career Pathways Symposium and Career Fair. Nearly 200 High school students across the region participated in this event.

March was also Career Fair month as career/jobs fairs were held in Craven, Lenoir, and Wayne Counties. The career fairs were all deemed a great success. Governor Cooper made an appearance at the Wayne Career Fair.

April, 2017 - The North Carolina for Military Employment (NC4ME) held a hiring event at Seymour Johnson Air Force Base. The NC4ME Hiring Event connected active duty military, spouses, and veterans with hiring managers from NC businesses.

The Wayne NCWorks and Community Partners sponsored a community resource day where the NCWorks Mobile Unit was on site to offer services.

May, 2017 -The Onslow NCWorks Career Center and the American Legion partnered to hold a Veterans’ Job Fair, Participants had the opportunity to meet and talk with more than 65 employers and find out available career opportunities.

June, 2017 - Regional Advanced Manufacturing Career Pathways planning meetings were held in Craven, Lenoir, and Wayne Counties in an effort to engage local manufacturing employers in identifying their workforce challenges and needs. The events were hosted by the three community colleges where each county was able to showcase their programs and best practices.



Hurricane Matthew Disaster Relief Employment Program



Hurricane Matthew Participants, Kenduall Thorbs and Brandon Duffin working in Kinston. Photo by Janet Carter, Free Press



Goldsboro, NC



Participant Shirley Thaggard



Kinston, NC

Hurricane Matthew brought devastating flooding, strong winds and moderate storm surge to the coast of Eastern North Carolina during the afternoon and evening of October 8 through the early afternoon hours of October 9. The main legacy of Hurricane Matthew in eastern North Carolina will be the catastrophic flooding over the Coastal Plains of eastern North Carolina. River flood levels not seen since Hurricane Floyd in 1999 caused millions of dollars of damage and multiple deaths across the eastern third of North Carolina.

As a result, the ECWDB was awarded USDOL funding to operate the Hurricane Matthew Disaster Relief Employment Program. The ECWDB entered into a contract with Coastal Community Action, Inc. Services were primarily provided in Lenoir and Wayne counties where the most damage caused by the storm occurred.

Coastal Community Action provided 37 eligible individuals with temporary employment opportunities to assist in the cleanup and recovery from the storm. The purpose of the jobs was to assist local recovery efforts through clean up and repair of facilities, and humanitarian assistance in the counties impacted by the disaster.

The jobs associated with the disaster recovery effort included clean up of debris and restoration of public and private non-profit facilities, humanitarian assistance to disaster victims, and clerical support activities such as processing of assistance applications. Individuals were placed with either public or private non-profit agencies.

Shirley Thaggard came to the NCWorks Career Center “just looking for work”. She had heard about the Hurricane Program and was hoping to find a job. Not only has she been out of work for some time but also had to leave her home in the middle of Hurricane Matthew. Ms. Thaggard was placed at the Lenoir County Parks and Recreation Center. Since being placed in the program, Ms. Thaggard has left an impressionable reputation. Bill Ellis, the Director of Lenoir County Parks and Recreation said “I honestly don’t know how Shirley was unemployed. She is hands down the best employee I have at the Nature Center.” Because of her hard work, Mr. Ellis was seeking additional funding for Shirley to become a full-time employee for the Lenoir County Parks and Recreation.

Jessie Drew had been unemployed for some time and has a learning disability that he felt kept him from a lot of work. Jessie was placed at Adkins High School under the supervision of Mr. Felix Coward, who is a retired Architectural Engineer. Under Mr. Coward’s guidance, Jessie has learned to strip and replace sheetrock and tile, paint, and do some structural repairs to damaged interior walls. Jessie is now optimistic about transitioning from the Hurricane Matthew Emergency Program to going to school for Carpentry.

Kenduall Thorbs, featured in the top left picture, successfully became employed full-time for the City of Kinston.

With the program end date of December 31, 2017, we are proud to report that 18 of the 37 participants who completed their temporary employment entered unsubsidized employment.

11th Annual Trades Day



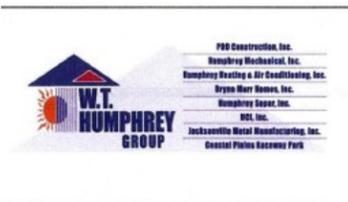
In March, the annual Onslow and Jones Trades Day event was presented by the Jacksonville-Onslow Chamber of Commerce, Coastal Carolina Community College, Eastern Carolina Workforce Development Board, and the Onslow County Homebuilders Association.

Parents, teachers and industry employers watched as teams of high school students from Jones and Onslow counties competed in skilled trades including construction, automotive, drafting, electrical, masonry, welding, culinary and digital electronics.

The five-hour Trades Day event at Coastal Carolina Community College aimed to showcase the skill sets of local youth and to showcase why vocational training programs are an ideal fit for some high school students. Trades Day allows Onslow and Jones County high school students to compete and demonstrate their skills and talents.



Students competed in Automotive, Construction, Drafting, Electrical, Masonry and Welding. For the first time this year, Culinary was added to the competition. Parents and students were engaged throughout the event and could walk through the Trades Building and ask questions of local employers, current vocational students and instructors as the competition continued outside. Participating employers were able to see first hand what type of skills these students would bring to the workforce.



ECWDB Holds 21st Annual Workforce Development Banquet



The ECWDB held their Annual Recognition Banquet on October 19, 2017, at the New Bern Riverfront Convention Center. Chairman Carla Byrnes welcomed more than 170 guests who attended the 21st annual banquet to celebrate 2016-2017 achievements. Those in attendance included state and local elected officials, board members, state and local workforce agency representatives, and honored participants. Chairman Byrnes served as the Master of Ceremonies and congratulated the board and partners for another successful year in workforce development. Ms. Renita Dawson, Associate Vice President of Continuing Education, Wayne Community College gifted the attendees with an inspirational song.



The event's keynote speaker was Mr. Napoleon Wallace, Deputy Secretary of North Carolina Department of Commerce's Rural Economic Development and Workforce Solutions. Deputy Secretary Wallace shared that Workforce Development is the top priority for this State. He stressed that the future job growth, retention, and economic development is tied directly to the quality of our local workforce. Adding that local businesses can not thrive without a skilled workforce and it is very difficult to recruit new businesses without a skilled workforce. Deputy Secretary Wallace concluded his remarks by recognizing that October is designated as Workforce Professionals Month. He commended the Board and their workforce partners for their collaborative partnerships and many achievements.



The Awards presentation included recognition of Workforce Innovation and Opportunity Act participants for overcoming obstacles that allowed them to excel in their employment and training goals. Award recipients were: Outstanding Workforce Development Adults: Donald Gavisk, nominated by Carteret Community College, and Wanda Brignoni nominated by Lenoir Community College. Outstanding Workforce Development Youth: Kristina Schmittberger, nominated by Carteret Community College, Fredia Smith, nominated by Jones County Schools. Outstanding Employer in Workforce Development: Crown Equipment Corporation nominated by Lenoir Community College. Outstanding Work Experience Worksite: Spring Arbor of Kinston, nominated by Lenoir Community College.



The Above and Beyond Staff recognition was given to Sandra Simmons, Career Advisor, Wayne Community College. Sandra was nominated by Jennifer Polk, Manager, Wayne County NCWorks Career Center for her willingness to help others whenever needed including taking on additional duties and assisting in areas that are not her normal responsibility. Outstanding Business Services recognition was given to Geraldo "Gerry" Cruz, Veterans Services Career Advisor, Onslow County NCWorks Career Center. Gerry led the region in delivering employer services while maintaining his focus on assisting veterans with their employment goals.



Tammy Childers, ECWDB Executive Director stated that the Local NCWorks Career Centers served over 40,000 individuals and businesses during the past year. She also announced that the NCWorks Career Centers provided education, training, and employment opportunities for over 1,200 individuals through the Local Area's Workforce Innovation and Opportunity Act (WIOA) Youth, Adult, and Dislocated Worker programs.



In recognizing the local NCWorks Career Centers and WIOA service providers outstanding performance, Ms. Childers announced that the Board had approved awarding each of the NCWorks Career Centers \$500 to be used for staff development opportunities..

The event ended with a special presentation by Mary Harris McGee, the daughter of long-time board member Don Harris, who assisted in the presentation of the Donald T. Harris Leadership Award to Board Director Al Searles. Al was recognized for his leadership in workforce development and service to the Board and his community. Al has served on the Board since 2011 and currently serves on the Executive Committee, NCWorks Business Services Committee, and Youth Council. Al is employed as Vice President of the Transportation Division of Smithfield's located in Warsaw, NC.



Celebrating 20 Years!!!!

In 1996, the Wayne County one-stop partners opened the first One-Stop Career Center in Wayne County, which was officially chartered by the ECWDB as the Wayne County JobLink Career Center in 1997. By the end of 1998, the ECWDB had career locations identified in all nine-counties with six chartered full-service JobLink Career Centers, and three affiliate JobLink locations. In 1998, the Workforce

Investment Act was enacted to replaced the Job Training Partnership Act, and was implemented on July 1, 2000. This change paved the way for better alignment of partner services and enhanced the One-Stop career services for all job-seekers and employers by making employment and training services more accessible in communities across the state.

In 2013, North Carolina introduced NCWorks.gov, the State's labor exchange portal that allows job-seeker and employer customers to access workforce services online. In 2014, former Governor McCrory rebranded North Carolina's JobLink Career Center system to NCWorks Career Centers. With the rebranding to NCWorks, there were state-wide efforts underway to improve coordination and integrated service delivery of the state's numerous workforce development programs and services. In 2014, the Workforce Innovation and Opportunity Act (WIOA) replaced the Workforce Investment Act, which called for further integration of the core workforce development partners to improve coordination and delivery of workforce services. These improvements also called for NCWorks partners and staff to align services through integrated, functional teams that focused on both the job-seeker and employer customers. Today North Carolina continues to lead the nation in the development and expansion of workforce services through their NCWorks Career Centers.

This premier One-Stop workforce system, identified nationwide as the American Job Center Network, and in North Carolina as the NCWorks Career Center system, has continued to undergo transformation locally as a result of the ECWDB and its multiple partners working together to deliver the highest quality of workforce services for students, job-seekers, and employers. Our local NCWorks Career Center system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance and for employers seeking employees.

Looking back at the past 20 years of how the NCWorks Career Centers have evolved in this region, the ECWDB and its partners have stayed true to their mission to ensure that our workforce development system is customer focused, demand-driven and accountable in preparing our current and future workforce to meet the changing needs of a highly competitive global economy.

Congratulations to the ECWDB and their NCWorks Partners for 20 years of great partnerships and exemplary service to the job-seekers and employers of Eastern North Carolina!

2016-2017 Outcomes	
Total Number of Customers Served	40,688
Total Number of Services Provided to Individuals	348,848
Total Number of internal Job referrals	69,307
Total Number on internal Job Orders	7,079
Total Number of Employers Served	2,201

NCWorks... Connecting Talent to Jobs!

Youth Successes

Kristina Schmittberger



Kristina enrolled in the WIOA Youth Program in September, 2016. She hit the ground running and has made outstanding strides since enrolling in the program.

Shy and timid when she began the program, Kristina was eager to earn her High School Credential and to find a career. When she reached that goal, she proceeded to transition to Post-Secondary Education. She would like to be an elementary school teacher.

Kristina has completed one very successful work experience and continues to go to school and to make time for her second Work Experience Activity.

According to Kristina, **"The WIOA Program has helped me. Not only has it provided me with a job, but it has uplifted me to fulfill my goals. I have references to put on a resume now. It is an amazing program and it provides me with a way to give back to the community and to help me choose a career I want in life. I am so thankful."**

Fredia Smith



Fredia is a community treasure and a genuine inspiration to all. Tragedy has brought her a unique perspective and appreciation of life that is evident in all her endeavors and accomplishments.

Fredia has been a standout in the WIOA Program since she enrolled in 2015 at Jones County High School. She has maintained a 3.8 GPA while tackling an aggressive course schedule and she completed certifications in Microsoft Word, Excel, Access and Power Point. She attained Silver Certificate level in Career Readiness (CRC) and has served as the Administrative Assistant for the Jones County CTE department for the past two summers. Fredia currently works at Trenton Elementary School as a Program Assistant in the After School Program.

"I am thankful for the WIOA Program and all that it helped me accomplish. I gained greater confidence in myself through the encouragement, work experience, and leadership training that were part of the program," Fredia said.

Outstanding Work Experience Worksite — Spring Arbor of Kinston



Spring Arbor of Kinston has been an active participant in WIOA Youth Program training since January, 2016. Spring Arbor is an assisted living facility with 50 employees providing excellent care to residents and improving the workforce by working with students who need a work experience toward employment. The Executive Director, Randy Jackson, was receptive to "giving it a try" with work experience students. Since 2016, the Youth Program has seen a great benefit in this partnership and has placed ten work experience students at Spring Arbor. Seven students have gained work experiences in healthcare and three students in facility maintenance training.

The continued commitment by Spring Arbor to the workforce development system has been through their Director's investment in learning about the WIOA Youth Program, his willingness to participate in a new partnership and to be active in problem solving and suggestions in working with the youth. Spring Arbor presents to the community as a model company that takes an active role in preparing people for career and life success. "Mr. Jackson and his staff at Spring Arbor have always welcomed new participants and have never waived from their continued support of our program, and I am very grateful for that," said Tracey Price, Career Advisor at Lenoir Community College, who nominated Spring Arbor for this Outstanding Work Experience Worksite award which was presented by the ECWDB at their annual banquet.

WIOA Youth Services



Workforce development provides opportunities to connect, train and educate youth and adults for careers that help businesses and our economy to thrive. Exposure to workforce development opportunities are critical to the talent pipeline needed for a strong economy.

The ECWDB's youth program design offers a unique opportunity to provide a creative and innovative mix of services designed to address the academic, vocational, and employment needs of both at-risk youth and young adults. The ECWDB, and its youth service providers have incorporated new strategies to remove roadblocks and engage young adults ages 16 to 24 who face barriers to employment.

Implementation of the Workforce Innovation and Opportunity Act (WIOA) includes 14 required youth elements to ensure participants are prepared for career success through:

- 1) Tutoring, study skills training, instruction and evidence-based dropout prevention
- 2) Alternative secondary school services
- 3) Paid and unpaid work experiences including pre-apprenticeship programs, internships and job shadowing and on-the-job training opportunities.
- 4) Occupational skill training
- 5) Education offered concurrently with and in the same context as workforce preparation activities
- 6) Leadership development opportunities
- 7) Supportive services
- 8) Adult mentoring for a duration of at least 12 months
- 9) Follow-up services
- 10) Comprehensive guidance and counseling
- 11) Financial literacy education
- 12) Entrepreneurial skills training
- 13) Services that provide labor market and employment information
- 14) Activities that help youth prepare for and transition to post-secondary education and training

Youth Services are offered through our network of NCWorks Career Centers by the following youth service providers:

Carteret Community College	Coastal Carolina Community College
Craven County Schools	Greene Lamp, Inc.
Jones County Schools	Lenoir Community College
Onslow County Schools	Wayne Community College

HIGHLIGHTS



The ECWDB and its youth providers achieved the following performance success for students:

- Served 465 youth participants in the program year 2016.
- Increased youth enrollments from serving 275 to 466 participants representing a 59% increase. The increased enrollment is a result of strong collaborative partnerships with the regions' seven community colleges that assisted in promoting the WIOA youth program services during their Adult Basic Education Orientation sessions.
- 250 youth were placed in subsidized work experiences with local employers, education providers, and non-profit organizations.
- These efforts resulted in \$455,931 (33%) of the total youth budget being expended directly on work experience wages paid to low income youth providing them with rich work-based learning opportunities in various career pathways.

NCWorks Career Centers

NCWORKS LOCATIONS:

Carteret NCWorks Career Center
309 Commerce Avenue, Morehead City, NC

Craven NCWorks Career Center
2836 Neuse Boulevard, New Bern, NC

Duplin NCWorks Career Center
192 Magnolia Extension, Kenansville, NC

Greene NCWorks Career Services
Greene County Education Center of LCC
818 Highway 91 North, Snow Hill, NC

Jones NCWorks Career Services
Jones County Education Center of LCC
509 Highway 58 North, Trenton, NC

Lenoir NCWorks Career Center
Lenoir Community College
231 Highway 58 South, Kinston, NC

Onslow NCWorks Career Center
461 Western Boulevard, Jacksonville, NC

Pamlico NCWorks Career Services
705 Main Street, Bayboro, NC

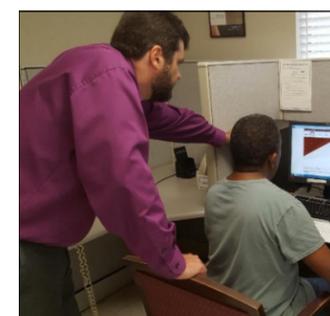
Wayne NCWorks Career Center
2006 Wayne Memorial Drive, Goldsboro, NC

Job Seeker Services

- Eligibility determination for training programs
- Job search and placement assistance
- Career counseling and planning
- Referrals to and coordination of activities with partner programs and services
- Workforce and labor market data
- Referrals to supportive services or other needed assistance
- Information and assistance regarding filing claims for unemployment compensation
- Information and assisting regarding financial aid assistance for training and education programs
- Internships and work experiences that are linked to careers
- On-the-job training
- Financial literacy services
- Follow-up services, including counseling regarding the workplace

Business Services

- Employee recruitment and screening
- Tax credit and hiring Incentive
- Research materials on labor trends and industry trends
- Workshops, seminars, and job fairs
- Skills testing of job candidates using Worldwide Interactive Network (WIN)
- Rapid Response Services offers confidential consultations regarding layoffs or plant closings.
- Workplace literacy training.
- Employer training services can be provided for current employees with incumbent worker training, on-the-job training, and customized training.



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NCWorks Performance Accountability Measures

In 2016, the NCWorks Commission approved initial minimum performance accountability measures for North Carolina's 23 local workforce development boards. These North Carolina measures are in addition to federal WIOA performance measures.

The Accountability Committee of the NCWorks Commission was charged with developing an accountability process to determine overall effectiveness of the state's NCWorks system with the responsibility of using data to drive strategies, measuring performance, increasing transparency and improving accountability of the workforce development system.

Data was collected and reported on during the program year from July 1, 2016 until June 30, 2017. Participant and business engagement data was collected from NCWorks.gov. Information was collected on a quarterly basis and tracked on a dashboard which was shared with the local boards and the NCWorks Commission.

The NCWorks Commission seeks to drive the workforce delivery system forward and promote the continuous improvement of how the workforce development system provides services to customers and businesses through increased efficiencies, greater participation, and specific employment-related objectives.

To ensure target goals were achieved, the ECWDB's NCWorks Business Services Committee and Center managers established a process to track outcomes by Center to measure progress. This process allowed the Center managers and their staff to work together to ensure the highest quality of services were being delivered to both the job-seeker and employer customers.

Congratulations to the ECWDB and NCWorks Career Centers and their staff for exceeding all NCWorks performance accountability targeted goals!

Outreach and Engagement	Target	Actual
Adults served		17,602
Provide staff-assisted services to a percentage of the labor force that is equal to or larger than the annual unemployment rate for ECWDB area (2016) Current % of Labor Force	6.0	6.7%
Private businesses served		1,326
Current % of total businesses	5%	9.4%
New businesses served to date		709
Percent of all Private businesses will be new	10%	53.5%
Small businesses served to date		498
% of total businesses served	25%	37.6%
Skill Gap		
Total number of adult participants enrolled in training		642
% of adults provided with training services	3%	3.6%
Youth participants served		463
% of Youth served in the WIOA youth program in a work based learning activity	25%	41.9%
Process		
Number of NCWorks Commission certified career pathways	1	1
% of NCWorks Commission certified career centers	100%	100%

Adult and Dislocated Worker Successes

Donald Gavisk



Donald Gavisk was laid off due to the elimination of his position. A Veteran of the Marine Corps, he faced numerous challenges beyond his unemployment and the poor economy. His wife was battling cancer and he was her caregiver. Donald needed and obtained the CIT AS Degree to be able to compete in today's workforce. He enrolled at Carteret

Community College in the Computer Information Technologies AS Degree program, where he obtained a Silver Level CRC.

Donald was honored at Carteret Community College for the WIOA Annual Excellence Award and was a Leadership & Success inductee in May, 2016.

After obtaining his CIT AS Degree, Donald landed full-time employment with CSRA Inc. in James City in August, 2017 as an electronic technician. Donald was assisted by NCWorks.gov and the career center. Participation in WIOA training provided career development. His individual employment plan addressed relevant educational needs including individual counseling, tuition and book costs, along with mentoring, resume assistance and updates, job referrals, interviewing techniques and numerous recommendations to small business workshops.

"The support I received through the WIOA program helped me realize my employment goals," Donald said. "I am grateful for all of the assistance it has provided."

Wanda Brignoni



Wanda Brignoni is a single parent of two. She received food stamps and worked part-time at Harmony Hall as a C.N.A. when she was enrolled in the WIOA program. She was previously enrolled in the WIA program, but family and health issues resulted in her not progressing on in the nursing program.

Wanda requested to be re-enrolled into the WIOA

Program and the ECWDB approved her re-enrollment. She enrolled in the LPN Program at James Sprunt Community College and within two semesters she completed her training and received her degree on August 2, 2016. Wanda passed her state board in September, 2016. Although she was still employed at Harmony Hall, they would not honor her LPN license, so she asked for a transfer to a facility that would honor her license. She submitted transfer papers to work at Greendale Forest Nursing & Rehab Center and Greenville Skilled Nursing Facilities.

Wanda accepted an LPN second shift position at Greendale Forest Nursing & Rehab Center in Snow Hill in December, 2016, where she cared for 45 patients. She is so dedicated to her job that she mostly leaves work at 1:00 a.m. after she completes her charting. She has received a salary increase and now cares for 22 patients.

"The Lord has gotten me through many obstacles and without Him I would not be at this point in my life," Wanda said. "WIOA and ECWDB allowed me to acquire the education to obtain my LPN license. I am going to continue my education and work towards an RN Degree."

"THE MISSION OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT IS TO... INCREASE THE EMPLOYMENT, RETENTION, AND EARNINGS OF PARTICIPANTS AND, AS A RESULT, IMPROVE THE QUALITY OF THE WORKFORCE, REDUCE WELFARE DEPENDENCY, AND ENHANCE THE PRODUCTIVITY AND COMPETITIVENESS OF THE NATION."